

Practitioner's Docket No. 1264



2776  
PATENT #2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Group 2700

In re application of: Jones, Bryce A.

Application No.: 09/477,991

Group No.: 2772

Filed: January 5, 2000

Examiner: unknown

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

Assistant Commissioner for Patents  
Box Non-Fee Amendments  
Washington, D.C. 20231

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WITHIN THREE MONTHS OF FILING OR  
BEFORE MAILING OF FIRST OFFICE ACTION (37 C.F.R. 1.97(b))

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The information disclosure statement submitted herewith is being filed within three months of the filing date of the application or date of entry into the national stage of an international application or before the mailing date of a first Office action on the merits, whichever event occurs last. 37 C.F.R. 1.97(b).

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*Laura S. Mellblom*  
Signature

Laura S. Mellblom

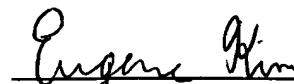
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The Applicant respectfully requests that the US Patent Application references be considered in the examination of the above-identified application. In addition, the Applicant respectfully requests that the page of US Patent Application references be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

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Respectfully submitted,

  
Eugene G. Kim  
SIGNATURE OF PRACTITIONER

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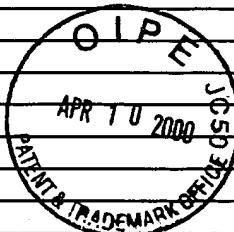
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Substitute for form 1449A/PTO		Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		Application Number	09/477,991
		Filing Date	01/05/00
		First Named Inventor	Jones, Bryce A.
		Group Art Unit	2772
		Examiner Name	unknown
Sheet	1	of	1
		Attorney Docket Number	
		1264	
		RECEIVED APR 11 2000	
		Group 2772	

## U.S. PATENT DOCUMENTS



## FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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Application Number: 09/477,991

Filing Date: 01/05/00

First Named Inventor: Jones

Group Art Unit: 2772

Examiner Name: \_\_\_\_\_

Attorney Docket Number: 1264

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Sheet 1 of 1

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The Applicant respectfully requests that the attached table of U.S. Patent application serial numbers be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

Examiner's Initials	Cite No.	Client	Application	Filing Date
AA	1143	08/800,819	02/14/1997	
AB	1173	09/063,902	04/21/1998	
AC	1209	09/093,011	06/05/1998	
AD	1220	09/112,566	07/09/1998	
AE	1262	09/324,277	06/02/1999	
AF	1202	09/301,381	04/27/1999	
AG	1271	09/300,688	04/27/1999	
AH	1272	09/300,032	04/27/1999	
AI	1273	09/299,391	04/27/1999	

Examiner Signature

Date Considered: \_\_\_\_\_